

Care4Kids Enrollment Process

Initial Enrollment

1. When a child is taken into Temporary Physical Custody and is released prior to the Temporary Physical Custody Hearing, the child will not be eligible for enrollment in the Care4Kids program. However, if a child is taken into Temporary Physical Custody and the Judge determines the child meets the need for continuation of custody; including a Voluntary Placement Agreement, the county caseworker/BMCW IA or Ongoing caseworker will enter the placement into eWiSACWIS within 5 business days.
2. On a daily basis, the Enrollment Specialist (DHS contract entity) and the Children's Community Health Plan (CCHP) Health Care Coordination team will retrieve a Care4Kids Enrollment Report from the eWiSACWIS system that will provide information regarding children identified as eligible for the Care4Kids program based on the placement information entered by the caseworker in step 1. The information provided in the report will include but is not limited to the following information
 - a. Child's information:
 - i. Child's full name
 - ii. Child's date of birth
 - iii. Removal Information
 - iv. Medicaid ID (if available)
 - v. Social Security Number
 - b. Information for the parent/legal guardian from where the child was removed:
 - i. Parent/legal guardian full name
 - ii. Current address
 - iii. All phone numbers
 - c. Information for the Primary and Secondary caseworker Assignment and Supervisor Assignment of both workers:
 - i. Phone Numbers
 - ii. Emails
 - iii. Agency
3. The Enrollment Specialist will locate the child's Medicaid eligibility file in iChange. It may take a minimum of two days after a child's out of home care placement information is entered into eWiSACWIS for the Foster Care Medicaid eligibility to be updated in iChange. Once the Medicaid eligibility information is updated in iChange, the Enrollment Specialist will apply the Care4Kids enrollment effective the first date of Foster Care Medicaid eligibility.
4. The Enrollment Specialist will attempt to call the parent/legal guardian up to 3 times within 5 business days of the child's Medicaid eligibility being on file in iChange to provide options counseling regarding the Care4Kids program. If the Enrollment Specialist is unable to contact the parent/legal guardian due to phone issues (no phone, phone not working, voicemail full, does not have voicemail, etc.) the Enrollment Specialist will send a letter to the parent/legal guardian explaining the Care4Kids program with a contact phone number. The parent/legal guardian will be directed to contact the Enrollment Specialist for options counseling regarding the benefits of the Care4Kids program and the enrollment process, with a deadline to contact the Enrollment

Specialist of 10 business days from receipt of the letter. If the parent does not respond to the letter, the Enrollment Specialist will follow steps outlined below in step #7.

- a. The Enrollment Specialist is responsible for tracking the deadline of 10 business days.
 - b. If the parent/legal guardian contacts the Enrollment Specialist after the 10 business days to request their child be enrolled, their request will be honored. If they indicate they do not want their child to be enrolled, their request will be honored following #6 below.
5. If the parent/legal guardian is contacted and agrees the child will enroll in the Care4Kids program, no additional work is required and the child will remain in the Care4Kids program. Parent/legal guardian choice must be documented in MMIS case comments.
6. If the parent/legal guardian is contacted and does not want the child enrolled in the Care4Kids program, the Enrollment Specialist will inactivate the Care4Kids enrollment period from iChange and email the child's identified primary caseworker, Supervisor and CCHP Health Care Coordination team using Enrollment Specialist Template #1. The Enrollment Specialist will mail Letter #2, a reminder of the Care4Kids program option, to the parents and document the choice to decline enrollment in MMIS case comments.
7. If the Enrollment Specialist is unable to contact the parent/legal guardian:
 - a. In Ozaukee County, the Enrollment Specialist will email the identified Primary Caseworker, Supervisor and CCHP Health Care Coordination team via Enrollment Specialist Template #2, who will then pursue a court order to maintain the child in the Care4Kids program.
 - b. In all other counties, no additional work is required and the child will remain in the Care4Kids program under the authority of the blanket court order.

Re-Enrollment while still in OHC

1. If the parent/legal guardian decides the child should be re-enrolled in the Care4Kids program while the child remains in OHC, the parent/legal guardian may contact his/her caseworker. The caseworker will determine if the child meets the eligibility criteria. If the child remains eligible; the worker will send an email to the Enrollment Specialist at: Care4kids@automated-health.com and the CCHP Health Care Coordination team at: Care4kids@chw.org stating the parent/legal guardian has requested the child be re-enrolled in the Care4Kids program, using [Child Welfare Worker Template #1](#). The child will be re-enrolled in the Care4Kids program on the date the parent/legal guardian made the request; regardless of who the parent/legal guardian contacted.
2. If the parent/legal guardian contacts the Enrollment Specialist to have their child re-enrolled, the Enrollment Specialist must email Enrollment Specialist Template #4 to the primary caseworker to determine if the child remains eligible for the Care4Kids program. After the caseworker receives the email from the Enrollment Specialist, the caseworker must email [Child Welfare Worker Template #1](#) to the Enrollment Specialist at: Care4kids@automated-health.com and the CCHP Health Care Coordination team at Care4kids@chw.org informing them of the child's eligibility in the Care4Kids program. The child will be re-enrolled in the Care4Kids program on the date the parent/legal guardian made the request; regardless of who the parent/legal guardian contacted.

Discharge from Out-of-Home Care (OHC)

1. When a child is discharged from OHC and continues to reside in one of the counties participating in the Care4Kids program, Medicaid eligibility needs to be re-determined in order to continue enrollment in the Care4Kids program for an additional 12 months.
 - a. If the child had been eligible for BadgerCare Plus prior to the OHC placement, it is the responsibility of the parent/legal guardian to inform the Income Maintenance worker at the county that the child has been reunified. The caseworker must inform the parent/legal guardian to contact the Income Maintenance worker to inform the worker that the child has been reunified. The Income Maintenance worker will determine if the child remains eligible for BadgerCare Plus. The child's case will be opened in CARES and eligibility will be sent to i-Change for continued Medicaid coverage.
 - i. If the parent/legal guardian does not contact the Income Maintenance worker within one month of the child being reunified, the child will be disenrolled from the Care4Kids program and cannot be re-enrolled.
 - b. If the child was eligible for SSI before or during the OHC episode, no action is needed. Medicaid eligibility would remain in iChange.
 - c. If the child was eligible for Katie Beckett MA prior to the OHC episode, no action is needed. Medicaid eligibility would remain in iChange.
 - d. If the child was eligible for Medicaid through the Children's Long-Term Support Waiver prior to the OHC episode, no action is needed. Medicaid eligibility would remain in iChange.
 - e. If the child has been adopted or is in a subsidized guardianship, no action is needed to establish Medicaid eligibility. DCF certifies the Medicaid through the eWiSACWIS system, which interfaces with iChange.
2. If the child remains eligible for Medicaid and resides in one of the Care4Kids program counties, the Enrollment Specialist and CCHP Health Care Coordination team will have the discharge information from OHC in the daily Care4Kids Enrollment Report from the eWiSACWIS system and will track the 12 month Care4Kids enrollment extension using the date of discharge from OHC.
3. If the child no longer remains eligible for Medicaid, or has a gap in eligibility of more than one month, the Enrollment Specialist will not track the child. iChange will automatically disenroll the child from the Care4Kids program if no program eligibility is on file.
4. If at any time after the child is discharged from OHC and the parent/legal guardian is no longer interested in participating in the Care4Kids program, the parent/legal guardian must contact the Enrollment Specialist for disenrollment. A family that disenrolls from the Care4Kids program after discharge from OHC cannot re-enroll.
 - a. The Enrollment Specialist will disenroll the child from the Care4Kids program effective the last day of the month in which the Enrollment Specialist is notified in iChange, and email the CCHP Health Care Coordination team the disenrollment information.
5. If a child is adopted or guardianship was transferred, the primary caseworker or Special Needs Adoption Worker must email the Enrollment Specialist at Care4kids@automated-health.com and

the CCHP Health Care Coordination team at Care4kids@chw.org using the [Child Welfare Worker Template #3](#). If the child continues to reside in one of the Care4Kids program counties, the Enrollment Specialist will be required to contact the adoptive parent/legal guardian for authorization for the child to continue enrollment in the Care4Kids program. If the Enrollment Specialist is unable to contact the adoptive parent/legal guardian, a letter will be sent regarding the Care4Kids program, including the 12 month extension and contact information for the Enrollment Specialist. The adoptive parent/legal guardian will be directed to contact the Enrollment Specialist if they would like to keep their child enrolled in the Care4Kids 12 month extension, with a deadline of 10 business days from receipt of the letter. If the adoptive parent/legal guardian does not respond to the letter or does not agree to keep the child enrolled in the Care4Kids program, the child will be disenrolled from the Care4Kids program the last day of the month. . The Enrollment Specialist will email the CCHP Health Care Coordination team with the disenrollment information.

No Longer Eligible

1. The child is no longer eligible for the Care4Kids program while still in OHC if the child:
 - a. Moves out of the Care4Kids program area
 - b. Is placed into an ineligible setting
 - i. Residential Care Center
 - ii. Secure Setting beyond 30 days
 - iii. Institutional Setting beyond 30 days
 - c. Parent/legal guardian contacts the Enrollment Specialist or caseworker to disenroll their child from the Care4Kids program
2. Children in WrapAround Milwaukee (WAM) and WrapAround Reach will be eligible for the Care4Kids program at a future date; after all needed systems changes are completed. Therefore, until further notice, children placed in WAM and WrapAround Reach are not eligible for the Care4Kids program.
3. If a child loses eligibility for the Care4Kids program due to 1 a-c or 2, the caseworker needs to contact the Enrollment Specialist at: Care4kids@automated-health.com and the Health Care Coordination Team at Care4kids@chw.org using [Child Welfare Worker Template #2](#).
4. The parent/legal guardian may contact the Enrollment Specialist, the Caseworker, or CCHP Health Care Coordination team to request their child be disenrolled from the Care4Kids program if they are no longer interested in their child continuing enrollment. When the Enrollment Specialist is made aware of the decision by the parent/legal guardian to have their child no longer enrolled in the Care4Kids program, the Enrollment Specialist will send a letter to the parent/legal guardian with the disenrollment date and contact information of the Enrollment Specialist. If a parent/legal guardian disenrolls the child from the Care4Kids program while still in OHC, they may re-enroll. The child will be disenrolled from the Care4Kids program the last day of the month in which the disenrollment request is made by the parent/legal guardian.
 - a. If the Enrollment Specialist is contacted, he/she will notify the caseworker and CCHP Health Care Coordination Team using Enrollment Specialist Template #3
 - b. If the Caseworker or CCHP Health Care Coordination team is contacted, he/she will provide the parent/legal guardian with the contact information for the Enrollment

Specialist and direct the parent/legal guardian to contact the Enrollment Specialist to request the child no longer be enrolled in the Care4Kids program. The Enrollment Specialist email is: Care4kids@automated-health.com and phone number 1-800-291-2002.

5. Youth ages 18 or older that are eligible and choose to enroll in the Family Care program will work with the local Aging and Disability Resource Center (ADRC) to identify a Family Care enrollment date. ADRC staff use iChange to verify member eligibility and enrollment in other programs, and they have been instructed to set the Family Care enrollment date as the 1st of the next calendar month when a member is enrolled in another program such as the Care4Kids program. Youth will automatically be disenrolled from the Care4Kids program on the last day of the month that the Family Care enrollment is updated in iChange by ADRC staff. The Family Care enrollment is effective the 1st of the next calendar month. The member will be identified as a 'disenroll' effective the first of the following month on the ForwardHealth Enrollment Report that is created after the Family Care enrollment is updated in iChange.
6. The ADRC provides long term care options counseling to children as early as 17 years 6 months. Those choosing to enroll into the IRIS program will be referred to the IRIS Consultant Agency (ICA). The ICA works with the participant to establish an IRIS start date. The IRIS start date is on or after the child's 18th birthday.
7. If a child is taken into Temporary Physical Custody (TPC) at any time after discharge from out-of-home care, the initial enrollment process for the Care4Kids program is followed.
8. The Enrollment Specialist will enter the end date of enrollment in the Care4Kids program in iChange at the time the 12 month extension begins. CCHP will receive the disenrollment on the monthly reports.

Contact Information:

Enrollment Specialist: Care4kids@automated-health.com

Enrollment Specialist Phone Number: 1-800-291-2002

CCHP Health Care Coordination Team: Care4kids@chw.org